

COUNTY OF LOS ANGELES
invites applications for the position of:

TAX SERVICES CLERK II

SALARY: \$2,941.00 - \$3,948.36 Monthly
\$35,292.00 - \$47,380.32 Annually

OPENING DATE: 10/05/16

CLOSING DATE: 10/21/16 05:00 PM

POSITION/PROGRAM INFORMATION:

COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR



INTERDEPARTMENTAL PROMOTIONAL OPPORTUNITY

TAX SERVICES CLERK II
EXAM NUMBER: B1367N

*****ONLINE FILING ONLY*****

FILING START DATE: 10/07/16, 8:00 A.M. (PST)

FILING END DATE: 10/21/16, 5 P.M. (PST).

FILING TYPE: Interdepartmental Promotional Opportunity - Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period. Current employees in the unclassified service who meet the following criteria also qualify to participate in this exam:

- Unclassified employees who have attained permanent County status on a classified position by successful completion of the initial probationary period, with no break in service since leaving the classified service.
- Full-time employees in the unclassified service with at least six months of full-time experience in the unclassified service at the time of filing or by the last day of filing.

POSITION DESCRIPTION:

Researches and resolves complex personal and real property tax billing, payment, and processing discrepancies for tax determination and/or collection purpose.

Positions in this class retrieve and input data to automated and manual systems to facilitate research, analysis and resolution of complex unsecured property tax determinations and billing and payment difficult technical tax questions relating to tax liabilities and/or public health and business licenses. Incumbents must possess the ability to analyze detailed information and draw valid conclusions have good oral and written communication skills, and exercise an ability to read and interpret tax payment codes and documents. Incumbents must also possess a knowledge of applicable rules and regulations which may include the California Revenue and Taxation Code, County improvement board regulations, and regulations pertaining to business and public health licenses.

SPECIAL SALARY INFORMATION:

Traffic Mitigation Allowance: The County of Los Angeles provides employees who work in the Civic Center a \$70/month transportation allowance that may be used towards alternate modes of mitigation and/or parking. In addition, the mitigation Commuter Center provides schedules for bus and rail transportation as well as information on joining carpools or vanpools.

ESSENTIAL JOB FUNCTIONS:

DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

Researches and resolves complex tax determinations billing and payment discrepancies and inquiries from taxpayers, lending institutions, and title and escrow companies.

Contacts County departments and public and private agencies to resolve complicated discrepancies in identification of taxpayer names, parcel numbers, and various other matters. Investigates problems and makes corrections to the tax rolls and enters information in appropriate records in accordance with established procedures and guidelines.

Locates and reconciles tax information into logical sequence of events to resolve complex tax discrepancies and inquiries.

Reads and interpret legal and other complex tax determination billing, and payment processing documents for real and/or personal property tax liability, which may include tax liabilities under constraints due to bankruptcy, foreclosures, legal declarations, and the distribution of excess proceeds.

Investigates complex tax determination billing and payment problems and make corrections, or prepares documents which initiate corrections, to the appropriate tax roll.

Answers property owners inquires orally and in writing and resolves complex problems regarding such issues as ownership, reappraisal requirements, inaccurate addresses and legal descriptions, incorrect tax bill, homeowners exemptions, and installment payment plans. Interacts with staff from various County departments in the determination and processing of tax due on property subdivisions, combines, segregation, and partial redemptions to clear property of tax liabilities.

Researches and reconciles tax overpayments such as four-pay and five-pay redemption plans as needed. Interfaces with various departments concerned with business license applications to ensure compliance with insurance requirements and safety standards as specified in the government codes.

Assists in the orientation and training of employees assigned to the unit as needed.

Other duties assigned as needed.

REQUIREMENTS:

SELECTION REQUIREMENTS:

One year of experience researching and resolving property tax determination, billing, and payment discrepancies at the level of Los Angeles County's class of Tax Services Clerk I* or higher.

OUT-OF-CLASS or VERIFICATION OF EXPERIENCE LETTER will not be accepted.

WITHHOLD INFORMATION:

Permanent employees who are within six months of qualifying at the time of filing may apply. However, the names of such employees will be withheld from the certification list until they meet the Selection Requirement.

SPECIAL REQUIREMENT INFORMATION:

*Experience at the level of Los Angeles County's class of Tax Services Clerk I is gained in the service of Los Angeles County by researching and resolving routine personal and real property tax billing, payment processing, and/or assessment discrepancies for tax determination and/or collection purpose.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light - Positions within this class require light physical effort that may include occasional light lifting to a 10 pound limit and some bending, stooping, or squatting. Considerable ambulation may be involved.

ADDITIONAL INFORMATION:**EXAMINATION CONTENT:**

There will be two (2) testing components for this examination.

Part 1: A Board-Based Employment Skills Test (B-BEST) weighted at 50% of your final score that will assess Written Expression, Reading Comprehension, Data Analysis & Decision-Making, Office Practices & Procedures, and Customer Service.

Candidates must achieve a minimum passing score of 70% or higher on Part I of the examination in order to move on to Part II.

WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Part 2: An Appraisal of Promotability weighted at 50% of your final score which will assess Job Preparation, Work Skills, Work Habits, Data Analysis, Interpretation, and Decision-Making, and Interpersonal/Oral and Written Communication Skills.

Candidates must achieve a minimum final score of 70% or higher on each part of the examination in order to be placed on the eligible list.

TEST PREPARATION:

Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on "Find a Job" and then "Job Search Toolkit." Test Preparation Information is located under the "Employment Test Assistance" section. While the guides will help in preparing for the test, we advise you to review all related materials that you deem necessary.

TRANSFER OF SCORES:

Applicants that have taken identical test part(s) for other exams within the last 12 months, may have their written test responses for the identical test part(s) automatically transferred to this examination.

The written exam contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and may not be allowed to re-take any identical test parts for at least 12 months.

ELIGIBILITY INFORMATION:

The names of candidates receiving a passing grade on the examination will be placed on the eligible list, and will appear in the order of their score group for a period of twelve (12) months following the date of promulgation.

SPECIAL INFORMATION:

Background Checks: Successful applicants will be required to complete a thorough background investigation, including a fingerprint search prior to appointment. Examples of disqualifying factors are any felony conviction or conviction of a misdemeanor involving moral turpitude and job related misdemeanor convictions.

VACANCY INFORMATION:

The resulting eligible list will be used to fill vacancies in the Public Administrator Division of the Department of Treasurer and Tax Collector located in downtown Los Angeles.

APPLICATION AND FILING INFORMATION:

Applications must be filed online only. Paper applications and/or resumes cannot be accepted in lieu of online applications, although resumes may be uploaded as attachments to online applications. Applications will not be accepted by mail, fax, or in person. Candidates must upload any supporting documents, such as Verification of Experience, during the application submission process.

All information is subject to verification. We may reject your application at any time during the examination process. The acceptance of your application depends on whether you clearly show that you

meet the Selection Requirements.

Please fill out the application completely and correctly so that you will receive full credit for related education and work experience. In the space provided for education, include the names and addresses of schools attended, titles of courses completed, and dates completed. For each job held, give the name and address of your employer, your job title, beginning and ending dates, the number of hours worked per week, detailed description of work performed, your role, level of involvement, independence, size of organization, complexity, and level of accountability surrounding your experience, and salary earned. **Failure to provide the complete information may impact assessment of your qualifications and acceptance into the examination process.**

Applicants must submit their applications by 5 P.M. (PST) on the last day of filing or as instructed. In order to receive credit for the required degree/coursework, certification, and/or license, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization, and/or a legible copy of the official certificate and/or license at the time of filing or as instructed. **Applications electronically received after 5 P.M. (PST) on the last date of filing will not be accepted.**

Note: If you are unable to attach required documents, you may fax them to (213) 217-4931 by the end of the filing or as instructed. Please include your name, exam number, and title. Documents submitted after the end of the filing period will not be considered as part of your application submission.

Social Security Number: Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

Computer and internet access at Public Libraries: For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at local public libraries throughout Los Angeles County.

No sharing of user ID and password: All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's official application record.

DEPARTMENT CONTACT NAME:

Aaron Sim

DEPARTMENT CONTACT PHONE:

(213) 974-2178

DEPARTMENT CONTACT EMAIL:

asim@ttc.lacounty.gov

CALIFORNIA RELAY SERVICES PHONE:

(800) 735-2922

ADA COORDINATOR PHONE:

(213) 974-2178

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

California Relay Services Phone: (800) 735-2922

COUNTY OF LOS ANGELES Employment Information

Any language contained in the job posting supersedes any language contained below.

Your Responsibilities:

1. Completing Your Application:

- a. Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on the application. Incomplete applications cannot be accepted.
- b. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.
- c. Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.
- d. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

2. Minimum or Selection Requirements are listed in the job posting.

- a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.
- b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.
- c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

3. Application Deadline:

- a. All job applications must be completed and submitted by the last day of the filing period and closing time as indicated on the job posting unless other instructions are provided. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.
- b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

4. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

5. Promotional Examinations:

- a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: As part of the selection process you may be required to complete and submit a Candidate Conviction History Questionnaire (CCHQ). PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:

<http://file.lacounty.gov/dhr/CCHQ.pdf>

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the

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posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.

b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

6. Equal Employment Opportunity/Non-Discrimination Policy:

a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise

following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Los Angeles County Child Support Compliance

Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or

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arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Benefit Information: Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy, childbirth, or related medical conditions.

Accreditation Information: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Test Preparation: Study Guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/job-search-toolkit>. Scroll down to the "Employment Test Assistance" section and click on the "VISIT ONLINE TEST PREP SYSTEM" link. Additional test preparation resources may be listed on the job posting.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability or any other characteristic protected by State or Federal law. All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act. The County will comply with all of its obligations under State and Federal laws regarding the provision of reasonable accommodations to applicants.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://hr.lacounty.gov>

Los Angeles, CA 90010

Position #B1367N
TAX SERVICES CLERK II
AS

**TAX SERVICES CLERK II Supplemental
Questionnaire**

- * 1. The information you provide on this supplemental questionnaire and supporting documentation will be evaluated and used to determine your eligibility to participate in the examination process. The acceptance of your application will depend on whether you have clearly shown that you meet the Minimum Requirements for this position as stated in the bulletin. All information is subject to verification at any time in the examination and hiring process. Falsification of any information may result in disqualification or dismissal.

Yes, I understand the instructions given above.

- * 2. Are you currently a Los Angeles County employee who has successfully passed their initial probationary period? Please note that this is an Interdepartmental Promotional Opportunity. This exam is restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period.

Yes

No

Not a Los Angeles County employee

- * 3. Do you have one year or experience researching and resolving property tax determination, billing, and payment discrepancies at the level of Los Angeles County's class of Tax Services Clerk I *or higher? *Experience at the level of Los Angeles County's class of Tax Services Clerk I is gained in the service of Los Angeles County by researching and resolving routine personal and real property tax billing, payment processing, and/or assessment discrepancies for tax determination and/or collection purpose.

Yes

No

Not a Los Angeles County employee

- * Required Question